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**Subject: Client Instruction on Use of WIC Checks**

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Effective Date: December 1, 2006

Revised from:

**Policy:** When issuing WIC checks, LA staff will provide training to clients/caregivers on using these checks, as well as other program requirements to prevent program errors or abuse. The training will be provided:

- During the first certification appointment;
- During the first check pickup after any break in service from the Kansas WIC Program;
- When a violation of any program requirement is committed; and
- As needed.

The training will be documented in the client's KWIC record on the basic contact window. Situations necessitating follow-up instructions should be documented on the notes window.

**Reference: CFR §246.12**

**Procedure:**

Use of WIC checks training will include the following topics:

- 1) Components of a WIC check
  - a) Clinic name and phone number
  - b) Client name
  - c) Signature line
  - d) Dates
    - Do not use before date
    - Place to write in the actual purchase date
    - Do not use after date
  - e) Authorized foods
    - Quantity
    - Container size
- 2) WIC Approved Food List
  - a) Review authorized items for each food category issued
    - Brand specific for juice and cereal
    - Cannot buy items printed in red for most food categories
    - As long as the size is correct, authorized items can be packaged in a can, a bottle or a box
  - b) Purchase least expensive brand
    - Defined as least expensive brand on the shelf at the time of purchase
    - For all items in blue shaded box
  - c) No substitutions are allowed
  - d) Take list to grocery store
- 3) Authorized check users

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- a) Only persons whose names are listed under signature line on the check may pick up checks at the WIC clinic and/or redeem the checks at a WIC approved store
- b) Maximum of two names on checks – the caregiver and alternate caregiver
- c) Proxies
  - The caregiver can complete a WIC Proxy Form to allow a different person (proxy) to pick up one month's worth of WIC checks and/or redeem checks at the grocery store for one month
  - Refer to policy FCI:04.02.00
- 4) Authorized WIC Vendors
  - a) WIC checks can be used at any WIC approved grocery store in Kansas. WIC approved grocery stores are identifiable by the "We Accept WIC Checks" decal on store door or window
  - b) Review local WIC approved grocery stores
- 5) Shopping with WIC checks
  - a) Checking the do not use before and do not use after dates on the WIC Checks
  - b) Choosing food items from the "Authorized Food" box on the check
    - Consult the WIC Approved Food List
    - If the grocery store is out of an item, clients should be instructed to never accept "rain checks" and report the incident to local WIC agency. Clients may go to another grocery store or return to the same store on a different day.
    - Clients do not have to purchase all of the items printed on the check, however clients must get all items they want off of each check at one time
  - c) Checking out at the cash register
    - Consider each WIC check a separate transaction
    - Group WIC foods together by each check being used
    - Keep WIC foods separate from any other items being purchased
    - Let the cashier know it is a WIC purchase before any foods are rung up, as no tax is charged
    - Sign and date check after cashier writes in purchase amount
- 6) Altering any WIC checks
  - a) Clients may not make changes to any of the pre-printed information on the WIC check
  - b) Clients may not use WIC checks where pre-printed information has been changed by other persons
  - c) Clients may correct a wrong date of use by drawing a single line through the date, writing and initialing by the correct date
- 7) Handling WIC checks
  - a) Contact the WIC clinic if WIC checks are lost or stolen. Refer to policy FCI:04.05.00
  - b) Contact the WIC clinic if WIC checks are damaged. Refer to policy FCI:04.06.00
  - c) WIC checks and or WIC foods may not be sold, traded, or given away
  - d) Return unused checks to WIC clinic

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- 8) Using WIC foods
  - a) WIC foods are for the WIC client listed on the check only
  - b) WIC foods may not be sold, traded, or given away
  - c) Return unused food items to WIC clinic
  - d) WIC foods may not be returned to a grocery store for a either cash refund or non-WIC foods. Foods that are purchased and are found to be spoiled may be returned for an even exchange of the same product
- 9) Clients should not verbally or physically abuse WIC or grocery store staff. Refer to policy PRI: 02.00.00
- 10) Clients should report any problems to the Local WIC clinic